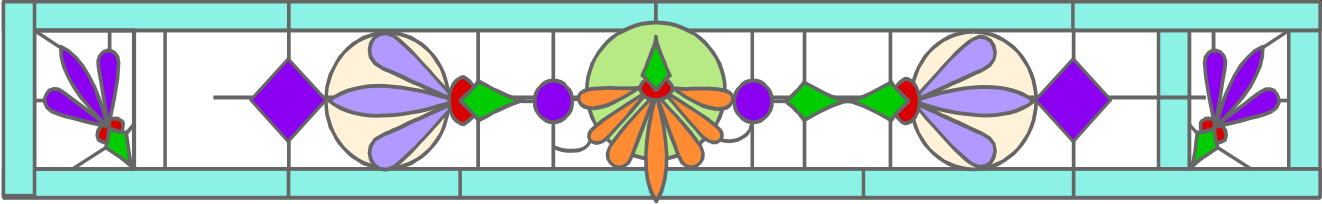


WISCONSIN AGING NETWORK TRAINING – 2006

August 21-23, 2006

On a Clear Day You Can See The Future...



Pre-Conference Agenda

Monday, August 21, 2006

Registration 9:00 am – 10:00 am

Morning Break: 11:00 am – 11:15 am

Lunch: 12:30 pm – 1:30 pm

Afternoon Break: 3:00 pm – 3:15 pm

I. Leadership Academy – “Spitfire Strategies”

10:00 am – 4:30 pm

“Spitfire Strategies,” a Washington, D.C. based communications firm helps those bringing positive change to find an effective voice to communicate their vision. Topics for this day long workshop include:

Presenting and Public Speaking: An overview of good presentations, targeting the audience, and learning to grab the attention through compelling introductions. Participants will prepare and deliver introductions with feedback from Spitfire and their colleagues.

Smart Chart/Communications Planning: This presentation introduces the Smart Chart, a planning tool for strategic communications. Core topics include basic “laws of communication,” goal setting and identifying the context of your debate. Participants will complete a portion of the Smart Chart and present their decisions to the group for feedback.

Messaging: The Message Box, a tool to create compelling messages will be introduced. Participants will create a compelling message to support one of their goals using the Message Box and will present their messages for group feedback.

Storytelling: A powerful and compelling story can capture the imagination of large or important audiences. Key aspects to compelling stories will be presented. Participants will have the opportunity to outline a story that advances their goals and message.

Presenter: Mary Dwight, Spitfire Strategies, Washington, DC

To the make the workshop format effective, participation is limited to Aging Unit and Nutrition Directors, Aging and Disability Resource Center Directors and Area Agency on Aging Staff.

Registration will be cut-off when maximum numbers are reached.

II. “End of Life” Intensive

10:00 am – 5:00 pm

Attendees will be trained to use the “End-of-Life” toolkit to equip individuals, families, caregivers, and service providers with information and resources regarding end-of-life concerns:

Quality of Life: Difficult choices confront patients and families as they face life’s end. This session will be a time to understand and reflect on the choices people have to make and how to make informed decisions.

Communication: Death and dying are the most taboo subjects in America. This session addresses how we approach this subject and be present for those facing life’s end.

Sue Wilford, Hospice Director, Ministry Home Care, Hospice Services, Marshfield

Knowing When the Time is Right: People become aware of palliative care or Hospice care too late in their illness. This session helps participants understand when is the right time to transition to a more “comfort” focused plan of care.

Caregiver: Three out of four Americans are caregivers and many are not aware of their role as the caregiver. This session addresses the unique needs of caregivers, especially around the end-of-life.

Kathy Stockton-Behnke, Hospice RN, Ministry Home Care, Hospice Services, Marshfield

Share the Care: This presentation is based on Sheila Warnock’s book, “Share the Care: How to Organize a Group to Care for Someone Who Is Seriously Ill.” “Share the Care” is a method of caregiving that doesn’t burden anyone. Come and learn about a model that works.

Mindy Gribble, Coalition Coordinator, Circle of Life Community Coalition, Marshfield

Spirituality at the End of Life: The end-of-life often presents an opportunity for individuals to reflect upon their spiritual issues. For some who may have distress or conflict, this reflection is critical to having a ‘good death.’ This session will offer ways that family and professionals can offer help to address these spiritual issues with the one who is dying.

Grief and Bereavement: Understanding grief and ‘what to do with it’ can be an exhausting and frightening experience. This presentation is a practical discussion of what people experience at the death of a loved one; what they need from those around them and how professionals can help as they deal with their grief

Staci Marrese-Wheeler, Bereavement Counselor, Ministry Home Care, Hospice Services, Marshfield

III. Alliance of Information and Referral Systems (AIRS) Exam 10:00 am – 12:00 Noon

Alliance of Information and Referral Systems (AIRS) Certification Exam (co-sponsored by WisconsinAIRS (formerly IRPW) – 30 Day Advance Registration Required

Three national exams are offered.

- The Certified Information and Referral Specialist (CIRS) exam acknowledges competence in the field of information and referral.
- The Certified Resource Specialist (CRS) exam acknowledges competence in the development, implementation and utilization of a resource database in the field of information and referral.
- The Certified Information and Referral Specialist-Aging (CIRS-A) exam acknowledges competence in the field of information and referral in the area of aging.

Note: To obtain the certification requirements, eligibility information and fees for any of the exams, contact AIRS at (703) 218-2477 or visit the AIRS website at www.airs.org. (AIRS) Certification Exam. 30 Day Advance Registration with AIRS required.

After taking the AIRS Certification Exam you are welcome to join another training TRACK - please indicate which TRACK you choose on the registration form.

IV. Wisconsin Association of Benefit Specialists (WABS) 1:00 pm – 5:00 pm
Board Meeting

FULL CONFERENCE AGENDA

7:00 am - 8:00 am.	REGISTRATION
8:00 am - 8:15 am	WELCOME & INTRODUCTIONS
8:15 am - 9:00 am	Aging and Disability Resource Centers (ADRCs) – The Future of Aging and Disability Services Donna McDowell, MS, Director, Bureau of Aging and Disability Resources, Division of Disability and Elder Services, Department of Health and Family Services, Madison The ADRC concept was “born” in Wisconsin in 1988. During the past few years, this Wisconsin idea has ignited the aging network across the nation through grants from the Administration on Aging and Centers for Medicare and Medicaid Services. Donna McDowell will provide a brief history of ADRCs and will share how this new service delivery model will fulfill important goals of Wisconsin’s Aging Network.
9:00 am - 10:00 am	Clear Vision for Reform Helene Nelson, Secretary, Department of Health and Family Services, Madison Helene Nelson, Secretary of the Department of Health and Family Services will share her vision for long-term care reform, the role of counties in Family Care expansion, and how consumers and service providers will be affected and involved. She will provide insights into how the state will ensure citizen and government involvement in the development and operation of the new long-term care system.
10:00 am – 10:30 am	Break
10:30 am – 12 noon	WORKSHOPS A.1 – A.5
12 Noon – 12:15 pm	Break. Move to lunch.
12:15 pm - 1:15 pm	LUNCHEON
1:15 pm - 1:30 pm	Break. Move to afternoon workshops.
1:30 pm – 3:00 pm	WORKSHOPS B.1 – B.5
3:00 pm - 3:30 pm	Break and refreshments.
3:30 pm – 5:00 pm	WORKSHOPS C.1 – C.5
5:00 pm	ADJOURN FOR THE DAY

FULL CONFERENCE AGENDA

7:00 am – 8:00 am	REGISTRATION
8:00 am - 9:30 am	Building Quality into Changing Systems Pete Esser, Grant County Commission on Aging, Platteville; Tom Mosgaller, University of Wisconsin Center for Health Systems Research, Madison Quality is what makes your customers have a long-term love affair with your products and services. As the service systems change, it is paramount that quality becomes part of the initial design and be integrated into the ongoing service delivery. Two seasoned professionals in the field of quality management offer highlights of what quality is – and isn't.
9:30 am - 10:30 am	Postcards from the Edge – Reflections – When An Aging Unit Becomes an Aging and Disability Resource Center Deb Menacher, Aging and Disability Resource Center of Marathon County Janet Zander, Aging and Disability Resource Center of Portage County When the Portage and Marathon County Aging Units created the Aging and Disability Resource Centers, the impact on both organizations was profound. You are invited to listen into this conversation with these two directors who share insights into how the culture of their organizations changed to meet the needs of people with disabilities, the lessons learned, mistakes made, and how they came to better serve older people as well.
10:30 am - 11:00 am	Break and hotel check-out.
11:00 am – 12 noon	You Can See the Future Now - Developing an Aging & Disability Resource Center (ADRC) Devon Christianson, Access and Volunteer Coordinator, Aging and Disability Resource Center of Brown County Kim Enders, Director, Aging and Disability Resource Center of Richland County Rosemary Felice, Director, Aging & Disability Resource Center of Wood County LaVerne Jaros, Director, Aging & Disability Resource Center of Kenosha County Panelists will talk about the challenges and solutions in developing an ADRC to serve older people and people with disabilities. Areas such as identifying partners, “mapping” community assets, becoming acquainted with the functions and services of an ADRC, thinking about a staffing plan and budget, and the governance structure will be highlighted.

Wednesday, August 23, 2006

Full Conference Agenda

FULL CONFERENCE AGENDA

12 noon – 1:00 pm	<p>Civic Engagement and Community Organizing</p> <p>Karl S. Phazek, President and CEO, CAP Services, Inc., Stevens Point</p> <p>Older people and people with disabilities must be engaged in the design and operation of the new long-term care system in Wisconsin. Under both state and federal law, the aging network is charged with engaging in and providing to older people the opportunity to advocate for individuals and in the broader area of affecting systems. This presentation will provide the listener with the tools and techniques for building these opportunities from “the ground up.”</p>
1:00 pm -1:30 pm	<p>LUNCH-ON-THE-RUN & CLOSING REMARKS</p> <p>(A boxed lunch will be provided.)</p>
2:00 pm	<p>Adjourn – Have a safe trip home!</p>

A.1 Creating a New Aging and Disability Resource Center (ADRC) Organization

Developing an ADRC requires collaboration with organizations serving different target populations and, quite likely, with other counties in a larger, multi-county region. Creating a new ADRC involves major organizational challenges. There will be new roles and responsibilities and new organizational and reporting relationships. Learn about the challenges that others have faced and how they dealt with them.

Robert Kellerman, AgeAdvantAge Area Agency on Aging, Inc.
Charlene Oftedahl, Aging and Disability Resource Center of Barron County
Kate Surprise, Aging and Disability Resource Centers of Green Lake, Marquette and Waushara County

A.2 Effective Writing for Benefit Specialists – Part I

For benefit specialists effective advocacy involves a triad of skills: substantive knowledge of a plethora of benefit programs, coupled with the speaking and writing skills in order to achieve successful client outcomes. This three-part session will focus on how benefit specialists can improve their written communications. It will include a combination of teaching and exercises, looking at the different types of writing benefit specialists typically do. It will provide techniques, tips, habits to cultivate and those to avoid, so benefit specialists can make their writing more understandable, persuasive, and effective. Whatever one's abilities with the written word, there are things you can learn to do to make yourself a better writer on the job and so a better advocate for your clients.

Older Americans Act and Disability Benefit Specialist Program Attorneys

A.3 Best Practices – Family Caregiver Coalitions

There is a growing need for public and private organizations to come together and develop ways to combine strengths to help family caregivers. This session will explore best practices in establishing and sustaining caregiver coalitions. We will examine practical steps toward the formation of a coalition (the “how-to”) and the importance of mission and visions, (the “why”). Suggested keys to success, ideas for collaborative efforts including educational outreach, advocacy and awareness building will be discussed. If you are establishing a family caregiver coalition, working with a community coalition that needs to include family caregivers or you need to renew your current coalition, come to this session.

Kathy Miller, University of Wisconsin Extension - Bayfield
Dianne Rhein, AgeAdvantAge Area Agency on Aging, Inc.
Julie Seeman, Rock County Council on Aging
Deanna Yost, Lifespan Respite Network of Ashland & Bayfield Counties

A.4 Living a Healthy Life with Chronic Conditions: Gathering Momentum

The Chronic Disease Self-Management Program (CDSMP) has been found to be effective in improving health status and lowering health care costs of individuals with chronic disease. Participants learn techniques to deal with problems, appropriate exercise, appropriate use of medications, communicating effectively, nutrition and how to evaluate new treatments. Panel will discuss the Wisconsin initiative to offer CDSMP in counties, an aging unit director's view, and a volunteer lay leader's perspective of his involvement in the program.

Sally Anderson, Healthy Lifestyles in the Aging and Disability Resource Center of Marathon County
Joyce Lubben, Rock County Council on Aging
Tom White, Sauk County Volunteer Lay Leader

Workshop Descriptions

Workshops A
Tuesday, August 22, 2006
10:30 am – 12 Noon

A.5 Things You Never Knew About SAMS That Can Make Your Work Easier

At the most basic level, aging units have used SAMS to comply with state and federal reporting requirements. SAMS has a great deal of potential to help aging unit staff better manage their programs. Come and learn some SAMS tips to help you better understand the requirements.

Staff from Synergy Software Technologies, Essex Junction, Vermont

Workshops B
Tuesday, August 22, 2006
1:30 pm – 3:00 pm

B.1 Preparing to Work with People with Physical and Developmental Disabilities

County aging units will be playing a central role in planning, developing and staffing Aging and Disability Resource Centers (ADRC). This will require an understanding of how the needs of people with developmental and physical disabilities differ from those of the aging population, knowledge of the disabilities services systems, and an appreciation of what these mean for the organizational culture and service philosophy of the ADRC. Our panel includes staff experts on developmental and physical disabilities from the Department of Health and Family Services and a former county aging unit director who now directs a Family Care ADRC serving all target populations.

Dana Cyra, Aging and Disability Resource Center of Portage County
Dan Johnson, Office of Employment Initiatives, Department of Health and Family Services
Neal Minogue, Developmental Disabilities Services, Department of Health and Family Services

B.2 Effective Writing for Benefit Specialists – Part II

Continuation of Effective Writing for Benefit Specialists Part I (Workshop A1.)

B.3 Supporting Working Caregivers is Good for Business

Family caregivers who are working outside the home and also caring for an older person at home would benefit from supports which would help to reduce lost productivity, absenteeism, and job departure. Presentations will center on how the aging network can support working caregivers and encourage employers to commit to the needs of caregiving employees. The speakers will provide model programs and specific resources focused on family caregivers and the workplace, and offer practical suggestions to meet your outreach challenges with working family caregivers.

Joy Balz, Alzheimer's Association, Southeastern Wisconsin Chapter
Jan Braby, Ozaukee County Aging Services Department
Claire Culbertson, Area Agency on Aging of Dane County
Cheryl Detrick, Circle of Care Cooperative
Linn Dreyer, Southeastern Wisconsin Area Agency on Aging, Inc.
Margie Fuhr, Ozaukee County Commission on Aging
Paula McNiel, Kimberly Clark-Neenah

Workshop Descriptions

Workshops B
Tuesday, August 22, 2006
1:30 pm – 3:00 pm

B.4 Maintain Your Brain Today

When people think about staying fit, they generally think from the neck down. But the health of your brain plays a critical role in almost everything you do: thinking, feeling, remembering, working, and playing – even sleeping. Come to learn ways to make brain-healthy lifestyle changes as you age and perhaps reduce your risk of Alzheimer's disease or other dementia. Find out how you can bring this program to community organizations, businesses, meal sites, senior centers, and family caregivers in partnership with the Alzheimer's Association.

Becky Reichelt, Alzheimer's Association, Greater Wisconsin Chapter-Neenah

B.5 What is it Worth?

Every good manager should know what it costs to deliver a service. This is especially true with tight budgets and the Administration on Aging ruling that prohibits the use of Older American Act funds to underwrite the cost of means tested programs. Aging services are an important part of supporting people in the community. When care management organizations seek to purchase these services, it is vital for aging agencies to know how to arrive at the actual cost of a unit of service. Gordon Bond, Senior Accountant with Bureau of Aging and Disability Resources will walk you through a simple cost accounting process that can be applied to any service.

Gordon Bond, Bureau of Aging and Disability Resources, Department of Health and Family Services

Workshops C
Tuesday, August 22, 2006
3:30 pm – 5:00 pm

C.1 Preparing to Work with People with Mental Illness and Substance Use Disorders

People with mental health and substance use disorders are one of the four Aging and Disability Resource Center (ADRC) target populations. At a minimum, ADRCs will need to provide information and assistance, disability benefit specialist and emergency referrals for people with mental illness and/or alcohol or drug abuse issues. More than that, experience in Family Care indicates that high proportions of the ADRCs other target populations also experience depression, anxiety, alcohol dependency and other mental health and AODA issues. Serving these populations requires an understanding of the needs of people with mental illness and substance use disorders, of how the mental health and AODA services systems work, and of implications for ADRC operations.

Peggy Herbeck, Aging Disability and Resource Center of LaCrosse County
Alice Mirk, Bureau of Mental Health and Substance Abuse Services, Department of Health and Family Services

C.2 Effective Writing for Benefit Specialists – Part III

Continuation of Effective Writing for Benefit Specialists Part I (Workshop A1.) and Part II (Workshop B1).

C.3 Memory Care Connections Project

In a panel presentation, staff representing a cross section of the eight counties piloting the Memory Care Connections Project will provide perspectives on how county agencies in collaboration with dementia diagnostic resources, Alzheimer's Association chapters, respite providers and family caregiver support programs are providing early identification and intervention for individuals with early signs of dementia and their family members. The Memory Care Connections Project is providing a model of promising practice for strengthening access to the network of services people with dementia and families need.

Panelists representing Jefferson and Rock Counties, Door/Kewaunee Partnership, Barron/Chippewa/Dunn/EauClaire Partnership, and the Wisconsin Alzheimer's Institute

C.4 Partnering for Effective Prevention and Health Promotion Programming

Learn from leaders in health care and aging network services of their experiences in reaching out to and partnering with each other to support the health and safety issues of their community. Panelists will speak about why it is necessary and what it accomplishes when you bring prevention and health promotion programming to consumers.

Catherine Ellis, Manitowoc Department of Public Health, Safe Communities Coalition
Char Mlejnek, Lakeview Medical Center-Rice Lake
Charlene Oftedahl, Aging and Disability Resource Center of Barron County
Judy Rank, Aging and Disability Resource Center of Manitowoc County
Hilde Surbaugh Peralá, Barron County Department of Health and Human Services

C.5 SAMS and Beacon Together

BeaconIR™ offers comprehensive automation for any Information & Assistance program, and is completely customizable for any community service offering. Additionally, when linked with SAMS, BeaconIR™ offers the opportunity to integrate case management with Information & Assistance.

Staff from Synergy Software Technologies, Essex Junction, Vermont

